(c) the action taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) Complaints by customers against nationalised banks are received by Government and Reserve Bank of India (RBI) from time to time.

(b) According to RBI, their Regional Office at Ahmedabad (under whose jurisdiction the Gujarat State falls) has recieved complaints (including those relating to irregularities) against nationalised banks and private sector banks during the last 3 years as per details below:—

Year	No. of complaints received against the banks
1992 . .	330
1993 . . .	333
1994 . . .	426

(c) Govt./RBI refer these complaints to the banks concerne for appropriate action|redressal|comments. Complaints of serious nature are got investigated by RBI tarough their Regional Offices.

transfer of employees by State Bank of Indore, Janakpuri, New Delhi

3385. SHRI GOVIND RAM MIRI: Will the Minister of FINANCE be pleased to refer to answer to Unstarred Question 1097 in the Rajya Sabha on 21st March, 1995 and state:

(a) what steps have been taken by the State Bank of Indore to check the union leadors posted at Janakpuri, New Delhi from harassing unnacessarily the employees who are not members of any union;

(b) whether the Bank|Government have received any complaints from the Membere of Parliement as well as the employees against the union leaders; and

(c) whether these complaints have been enquired into, if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) to (c) A Member of Parliament and an individual employee of the bank have written to the Govt.|bank alleging harassment of an employee of State Bank of Indore by the union leaders posted at its Janakpuri, Delhi Branch. The bank is investigating the matter and will take appropriate action.

levy of cuctoms tariff on paper

3386. SHRI VISHNU KANT SHASTRI: Will the Minister of FINANCE be pleased to state:

(a) what are the reasons to exempt imported newsprint from customs tariff;

(b) what are the reasons for levying customs tariff on paper imported for publicating of books and the rate of such tariff; and

(c) whether Government has received representations from book publishers and students community voicing their concer over levying of customs tariff on paper; if so, what action has been taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKARA MURTHY): (a) and (b) There are various reasons for levying customs duty of granting exemption from, it which inter-alia, include the nature of the commodtiy, the position of demand and supply, Indigenous and import prices. Paper which is used by book publishers attracts 40 per cent basic customs duty at present.

(c) Yes. Sir. After consideration of these representations, the Government decided to reduce the basic customs duty from 65 per cent to 40 per cent advalorem in the Budget 1995-96.